Healthcare

Intelligent Digitalization Solution for Healthcare Service Desk Operations

Implemented in Brazil

Challenge:

Transform manual and fragmented support processes into an integrated digital operation, increasing efficiency and service quality in a critical, data-sensitive environment, with reduced response times, improved communication between users and platforms, and full compliance with security and service management standards.

Solution:

- Digitization of the service desk using artificial intelligence applied to healthcare IT services.
- Process consulting and operational maturity assessment as the foundation for transformation.
- Integration of the service desk with ITSM practices, ensuring governance and standardization.
- Automation-oriented platform focused on specialized support and continuous improvement of the user experience.

SONDA.
make it easy

Benefits:

Progressive digitalization of interactions**, achieving a high level of service automation.**

Significant improvement in response times **through intelligent prioritization using AI agents.**

More agile and efficient communication **between users and IT services.**

Increased user satisfaction through **more specialized support.**

Fast and accurate support for diagnosis, usability, and **resolution of clinical and technical demands.**

Tags: ITSM; Digital Service Desk; Applied AI; User Experience; Digital Health; Service Automation.